



## POLICE COMMUNICATIONS OPERATOR/Dispatcher

Police Department

Salary: \$3,521.17 - \$4,494.00/Month

(An eligibility list will be established from this recruitment)

**FINAL FILING DATE: Tuesday, November 4, 2008 @ 6pm**

**THIS JOB INVOLVES WORKING ROTATING SHIFTS, EVENINGS, WEEKENDS, HOLIDAYS AND EMERGENCY DUTY.**

**DUTIES & RESPONSIBILITIES:** Respond and receive requests for police and other emergency assistance using a computer-aided dispatcher system (CAD); answer 911 calls; screen incoming calls to determine necessity, priority, and type of response required; monitor other radio frequencies to be aware of incidents elsewhere that may affect City police operations; monitor cameras throughout the building. Dispatch police units in response to calls for service or requests from officers in the field; use law enforcement terminology and cite Code sections by number; call public and private agencies, such as allied law enforcement, hospitals, towing services, and utilities and requests mutual assistance when necessary. Keep track of police unit locations and status; maintain constant radio communication with personnel in the field; run warrant checks on subjects, registration checks on vehicles, and property checks; relay information and instructions to personnel in the field. Maintain accurate log of incoming service requests and actions taken; prepare other reports and records as directed; maintain files necessary for dispatch as assigned; enter, update, and retrieve information from the computer and teletype networks. Provide general information to the public; as necessary, refer callers to appropriate agencies; calm angered or distraught callers; maintain calm in radio transmissions during hectic, tense, and dangerous situations; may assist citizens and police officers with translation-related needs; and perform other related duties as assigned.

**MINIMUM REQUIREMENTS:** Equivalent to graduation from high school and one year of increasingly responsible experience clerical duties including public contact. **A typing certificate, dated within the last 6 months, indicating 30 nwpm (net words per minute in a 5-minute test) must be submitted with City application.** Candidates who fail to provide a typing certificate will not be invited to participate in the selection process.

**Successful completion/certification of the POST, Public Safety Dispatcher's Training Course (120 hours) is desirable. Certificate not required when applying, however must obtain within one-year of employment.**

**LATERAL APPLICANTS only those who have successfully completed the POST Basic Dispatcher Training Course and/or Equivalency Examination (certification handled through POST), AND have completed probation as a dispatcher in a law enforcement agency, during current/previous employment, are exempt from the**

*required written examination and required typing certification, but will be required to participate in the interview process.*

**SPECIAL REQUIREMENT:** Applicants not already POST certified must successfully complete a three-week Dispatcher course within one year of employment.

Must possess a valid California Class "C" Driver License. Must have the ability to spell accurately; operate computer terminal and other office equipment quickly, accurately, and at times, concurrently; speak clearly and precisely; work under pressure and exercise good judgment; effectively communicate and elicit information from upset and irate citizens.

Requires the ability to deal with the public tactfully and effectively, work under stress, handle many tasks simultaneously and exercise self-control, good judgment and make sound decisions under emergency situations. Must have the ability to retain information, learn departmental policies and procedures, carry out oral and written directions and communicate clearly and distinctly.

**APPLICATION AND SELECTION PROCEDURE:** Upon review of the applications received, applicants who appear to best meet the requirements will be invited to continue in the selection process. This may include any combination of written and performance and/or an oral interview. **An extensive background check will be done as part of the selection process, and includes a polygraph and psychological evaluation.** The overall evaluation will be based on the applicant's skill, training, experience and education. Successful applicants will be placed on an eligibility list. The Chief of Police will interview the top finalists. A physical examination, which includes a drug screen and TB testing, will be conducted prior to employment. All appointments are made by the City Manager.

### **BENEFITS:**

- City paid P.E.R.S. retirement
- 80 hours paid vacation annually to a maximum of 160 hours
- 96 hours sick leave annually
- 10 holiday pay per year
- Long Term Disability Plan
- Longevity/Performance Bonus Program
- Dental Coverage
- Vision Coverage
- Health Care Coverage. Employees may select from one of the five (5) plans.

The City provides a specific dollar amount to each employee, based on employee's bargaining unit, to use toward the purchase of health, dental and vision coverage.

### **ALSO AVAILABLE:**

- Employee Credit Union
- Employee Assistance Plan
- Tuition Reimbursement
- Deferred Compensation Plan
- Safety/Wellness Program
- Section 125 Plan

### **RETIREMENT:**

City employees belong to the Public Employees' Retirement System of the State of California. The City pays the required employee's contribution in full. The formula provides 2.7% at age 55 with the single highest year option.

### **MEDICARE:**

All newly hired employees contribute a portion of gross salary for Medicare coverage as determined by federal regulations.

### **Submit Application, Resume and Typing Certificate to:**

City of Monrovia  
Human Resources Department  
415 S. Ivy Ave.  
Monrovia, CA 91016  
Tel: (626)932-5516

E.O.E.

You may access the City of Monrovia Employment Opportunities on the City's website ([www.ci.monrovia.ca.us](http://www.ci.monrovia.ca.us)). City employment applications can be downloaded from the website. Completed applications can also be faxed to (626) 932-5560.

Resumes will not be accepted in lieu of City applications. Applications must be completed, dated, signed and submitted to the Human Resources Department.

The City of Monrovia does not discriminate on the basis of age, gender, sexual orientation, religion, national origin, marital status or disability status in its employment action decisions, policies and practices.

If an applicant requires reasonable accommodations to participate in the selection process or to perform the functions of the position, he/she must contact the Human Resources Department to make appropriate arrangements. In compliance with the Immigration Reform Control Act of 1986, all new employees must submit written identification showing that they have the legal right to work in the United States.

**NOTE:** The information contained in this bulletin does not constitute an expressed or an implied contract. The provisions contained in this bulletin are subject to change without notice.

## Considerations

While there are many satisfying and rewarding aspects of being a Public Safety Dispatcher, the job also presents some real challenges. Read and consider your willingness, and your ability to complete each of the following tasks as part of the job:

- Work a “3/12 schedule” (three twelve-hour shifts) per week. Assigned shift times are: day shift (6am to 6pm), or night shift (6pm to 6am). Plus 8hours additional shift.
- Change to a different work shift, depending on departmental staffing needs, every six weeks during training and every four months thereafter. (Shift selection is based on seniority).
- Work weekends and holidays, depending on your assigned work schedule. If you are assigned to work on a holiday, you will receive either compensatory time off or appropriate pay.
- Stay physically at your worksite except for two, 10-minute breaks and lunch, depending upon the workload
- Have your lunch and rest breaks scheduled for you, as opposed to being able to schedule your own.
- Work in an organization that is structured on a “military” model, where you may be required to wear a uniform, undergo regular uniform inspections and where everyone maintains a highly structured “chain-of-command”.
- Have limited opportunities to interact with co-workers during your shift due to the workload. Isolated environment of a dispatch center.
- Receive ongoing training and inspection to ensure your work contains only minimal errors because accuracy is a must.
- Work at a rapid pace for extended periods of time, performing repetitious tasks that require very careful attention to detail.
- Receive daily ratings of your job performance during your training program, which includes both positive feedback and discussion of those areas where your performance needs improvement.
- Work at a computer terminal for extended periods of time while maintaining concentration.
- Learn complex computer and phone systems.
- Respond pleasantly and quickly to multiple interruptions and requests where urgency is a factor.
- Sit for extended periods of time.
- Strictly maintain the confidentiality of all of the information to which you are exposed.
- Provide courteous customer service to all people you come into contact with, whether by person or telephone, including Police Department and court personnel, those who have poor English comprehension or difficulty communicating in English, those who are upset or irrational, or people who may not observe the same courtesy level as you.
- Answer and respond to calls where a violent crime is in progress, and make quick decisions on which one or more person's safety is at stake.
- Diffuse problem situations effectively, even when confronted with abusive language or angry behavior.
- Undergo a thorough background investigation which includes, but is not limited to, the review of: legal documents, police and driving records; your credit profile, your motor vehicle insurance and questions made to, and comments received from, family members, spouses, ex-spouses, neighbors, business references, etc.

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